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INFORMATION OR FRUSTRATION?

*A guide to using
toll-free state agency
consumer assistance
phone lines.*



What happens when the public makes toll-free calls to state agencies

Information, or Frustration?

This report, prepared by the Joint Legislative Staff Task Force on Government Oversight, is intended to be a guide for people wishing to make toll-free telephone calls to obtain information and services from state agencies.

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Characteristic Findings of Toll-Free (800) Numbers	

Since the mid-1970s, state agencies have used toll-free state telephone numbers to link the public with sources of important government information. The most popular line is CalTrans' recorded report on California road conditions. Last year the road report drew some 3.7 million callers. This CalTrans service is continually updated and delivered at a cost to the state of about 30 cents per call.

CalTrans' toll-free road condition line lends itself well to success. First, consumers of road information have expectations that are easily satisfied by a taped message -- roads are either opened, closed or subject to delays, etc. Secondly, the number is prominently placed in local phone directories and, over the years, travelers have learned to rely on the accuracy of the line's information. Finally, CalTrans supports the road condition line with both reports to the media and "on the spot" condition bulletins aired on emergency radio bands.

But many state agencies face public information demands that go well beyond a simple recorded message. It is this more complex toll-free line that often subjects callers to frustration rather than information. For example, the Department of Consumer Affairs (DCA) is the major conduit for consumer queries in California. Since 1994, consumers have been able to call toll-free to DCA's Consumer Information Center (CIC) which currently has 71 employees. In FY1995-96 the CIC fielded 1,043,996 calls at a cost of about \$2.40 per call. But as many as 50 percent of the callers to this line during certain

periods of time could not get through due to the heavy call volume. And, DCA reports, about 30 percent of answered calls concern consumer matters that are not handled by DCA, hence, the caller is routed to another agency and, possibly another toll-free dead end.

To counter the frustration of a busy signal, DCA recently expanded the CIC's hours from 8 a.m. to 5:30 p.m. to 7 a.m. to 8 p.m. And DCA has redesigned its Internet web site to include a relatively easy-to-use referral directory of government and nonprofit agencies that provide consumer services.

But more hours and the Internet cannot satisfy the needs of consumers who clog the phone lines with demands for one-on-one advice on matters that state government workers, let alone workers at one agency, are often unable to address. Part of the problem for DCA is that consumer issues by their very nature are so broad that they involve dozens of agencies. People stung by telemarketing scams call DCA, but that matter is under the jurisdiction of the Department of Justice. And while a caller with a car repair complaint may be helped by DCA's Bureau of Automotive Repair, that same caller will have to contact the Department of Motor Vehicles if the complaint involves the purchase of a new car which does not run properly. The Medical Board of California, within DCA, may be the appropriate agency for complaints against a physician, but it is not the correct agency when the healthcare issue concerns Medi-Cal coverage, health insurance, provider fraud, nursing homes, etc.

DCA's Barbara Arnett, chief of the Consumer Information and Analysis Division, argues that the CIC "is a victim of its own success." In brief, calls to the CIC have increased 250% since 1994, but funding for more staff has not survived budget hearings. Arnett adds, "The Department is statutorily charged with advancing the interests of all consumers and promoting a free and competitive marketplace, yet it is also prohibited from using dedicated licensure revenue for purposes unrelated to its jurisdiction."

A review of 1998 Pacific Bell's major phone directories reveals that they have an "Easy Reference" section for government services and, in most cases, DCA is listed as the only agency to call with a "consumer complaint." This directory designation only serves to exacerbate the CIC's call volume overload.

While DCA has suffered from the implication that it handles all complaints, the Department of Veterans Affairs (DVA) has at times simply suffered from insufficient staff devoted to handling the needs of veterans who call the department. DVA stated that in 1996 it only had five staffers answering toll-free calls. When all five staffers were on the phone, calls automatically rolled over to a state operator who was unable to provide direct DVA program responses to the caller. Based on state phone records, more than 2,000 calls were rolled over by DVA in 1996.

The DVA recently installed an automatic call distribution system which routes incoming toll-free calls to 20 DVA phones, although depending on work schedules and

absences, there may be less than 20 people available to answer calls. DVA says the new phone system should alleviate the busy signal problem.

Toll-free lines to the Franchise Tax Board (FTB) generated as many rollover calls as DVA's one line, but most of FTB's rollovers occurred during the two-week period prior to April 15. Additionally, FTB handled over 4.7 million calls compared to DVA's 106,000 during a one-year period. The FTB's toll-free phone system offers Californians an array of toll-free phone options which supply live information and trigger mailings of needed forms and information pamphlets.

The Department of Housing and Community Development (HCD) features a toll-free number which legislative staff were unable to access for several months due to continuous busy signals. Although HCD did not know its busy signal rate for its toll-free number on titling and registration of mobile homes, it did acknowledge that complaints of busy signals reflect the fact that the program was running a nine-month backlog in processing title and registrations. HCD recently secured a loan to revamp its toll-free phone lines to allow for more calls to be answered by a live operator.

There is limited information available on the busy signal rate for these toll-free lines as some but not all agencies track the number of calls that do not get answered by their staff. However, one source of data on busy signals comes from a little known office within Department of General Services (DGS). Specifically, DGS's Directory/Network Services unit is responsible for the state operators who, in part, receive rollover calls.

According to Joan DeCrescenzo, who directs this DGS office, state operators fielded about 130,000 calls (toll and toll-free) in 1996 from people who could not get through to another agency. About 14 percent of these rollover calls were from 800-numbers.

DeCrescenzo said that some state agencies appear to have programmed their phones to roll over to the state operator, a practice that is contrary to the mission of the state operator which is to direct callers to the proper agency rather than to serve as support staff for certain agencies.

There are five state operators covering the entire state -- they work Monday through Friday, 8 a.m. to 5 p.m. The annual budget for state operators, which includes extensive telephone equipment, is about \$1million.

In 1997, 45 state agencies operated a total of 108 toll-free numbers that were listed in either the 1997-98 Pacific Bell telephone directories, or the 1997 State Telephone Directory. There are more state toll-free numbers in use, but their existence is not promoted in phone books. Based on FY 1995-96 data supplied by these 45 state agencies, the 108 lines accepted 19.7 million calls at a cost of \$23.7 million (includes staff and phone bill costs). A few agencies were unsure of how much staff time was devoted to answering toll-free calls.

Finally, the number of toll-free numbers has more than doubled since 1992. The Lottery Commission has the most toll-free lines — 22 in operation as of mid-1997.

DVA, which had problems answering all the calls to its one line in 1996, added three toll-free services in 1997. The newest toll-free lines in the state, up and running in October 1997, may be the busiest numbers in the New Year—these lines are for a Public Utilities Commission program which provides information to the public (1-800-253-0500) and businesses (1-800-789-0550) on electricity restructuring.

Despite the popularity of toll-free numbers, there is no single directory for these numbers, nor any state established oversight procedures for assessing the effectiveness of toll-free contact with the public.

Recommendations

- The State should explore how various agencies that provide services to consumers may be linked telephonically and, thus organizationally, so that there is a single access process for the public to receive toll-free services and information. One obstacle is that the two lead agencies on the most common consumer problems, the Department of Justice and the Department of Consumer Affairs, are constitutionally separate offices.
- The Legislature should increase its budgetary oversight of toll-free numbers used by state agencies and, as such, it should request the Legislative Analyst or the Department of Finance to collect the following information from every state agency for study by the respective budget committees:
 - Identify each toll-free number used and include an explanation of why the number is important and how its use is promoted.
 - Provide the cost of operating each toll-free number, including staff time.
 - Identify the busy signal rate and usage of the number for the last two fiscal years.

Air Resources Board (ARB)

The ARB has primary responsibility for protecting air quality in California.

“Job-Line Applications”

800/637-8910

Established:	1988		
Purpose:	Provide callers with information on job openings with the ARB.		
Cost:	\$1,378	Operator:	No
Total calls:	4,793/yr.	AVM:	Yes
Calls/Month:	399/mos.	Hours:	24 hrs. (Recording)

Comments: Staff contacted the toll-free number on 9/22/97 and found a recorded message citing eight job listings for the ARB. Callers were provided with a “contact” name for each position mentioned as well as with instructions to make a toll call to the ARB/El Monte office at 818/575-6705 or the ARB/Sacramento office at 916/322-8168 for further details.

No other state agency offers job seekers a “free” chance to find out about employment opportunities with that agency. Should there be a toll-free number(s) which job seekers may call to find out about current employment openings with state agencies? The Department of Personnel Administration (DPA) and the State Personnel Board (SPB), for example, do not have toll-free state job lines.

Department of Community Services and Development (DCSD)

DCSD administers programs to assist low-income residents and communities in California through the Low-Income Home Energy Assistance Program and operates the Community Services Block Grant and Department of Energy Weatherization Program. Services are provided through a network of approximately 200 community agencies. DCSD also verifies the eligibility of applicants for the Low-Income Ratepayer Assistance Program offered by energy utility companies, and the Lead-Based Paint Abatement and Prevention Program.

“Home Energy Assistance”

800/433-4327

Established: 1981
Purpose: To help low-income households meet heating and cooling costs.

Cost:	\$509,476	Operator:	Yes
Total Calls:	438,504 / yr.	AVM:	Yes
Calls/Month:	36,542/mos.	Staffing:	10
Staff Costs:	\$287,949	Hours:	8 a.m. to 5 p.m., weekdays
Bilingual:	Yes		

Menu options include the following selections:

- (1) Home-Energy Assistance Program information;
- (2) Information/applications for SMUD Reduced-Rates Program;
- (3) Rotary phone access;
- (4) Spanish-speaking callers; and
- (5) Vietnamese-speaking callers.

Comment: Live operator emphasizes that the financial aid programs are limited to low-income families.

Department of Conservation (DOC)

DOC provides policy direction, education, regulation, and dissemination of information concerning agricultural and open space lands and soils; beverage container recycling; geology and seismology; and mineral, geothermal, and petroleum resources.

“Beverage Container Recycling Information Line”
800/732-9253

Established: 1993
Purpose: Promote recycling of beverage containers by keeping public informed of recycling locations; investigating complaints of recycling violations; and providing assistance to retailers interested in business of recycling.

Cost:	\$171,720	Operator:	Yes
Total Calls:	43,356 / yr.	AVM:	Yes
Calls/Month:	3,613/mos.	Staffing:	4
Staff Costs:	\$102,564	Hours:	8 a.m. to 5 p.m., weekdays
Bilingual:	Yes		

The Beverage Container Recycling AVM/menu options include the following selections:

- (1) rotary phones;
- (2) location of 20/20 Recycling Centers in specific zipcodes;
- (3) DOC publications and pamphlets;
- (4) recycling products and grants;
- (5) information for retail operators;
- (6) children's Recycling-Club kit; and
- (7) live-operator assistance.

Comment: A recorded message service is available after normal work hours.

California Conservation Corps (CCC)

The CCC assists federal, state, and local agencies, and nonprofit entities in conserving and improving California's natural resources while providing employment, training, and educational opportunities for young men and women. The annualized corps member population for 1997-98 is estimated to be 2,390.

"Recruitment Line"
800/952-5627

Established:	1985		
Purpose:	To link a CCC recruiter with persons interested in joining the CCC		
Cost:	\$5,700	Operator:	No
Total Calls:	19,259	AVM:	Yes
Calls/Month:	1,604/mos.	Staffing:	1
Hours:	24 hrs.		

The Recruitment line offers a recorded message system available 24 hours for callers interested in obtaining general information about CCC qualification requirements and application forms for becoming a corps member. The recorded message states the following information:

- (1) age and residency qualifications;
 - (2) local phone number of CCC recruiter to contact/leave message;
 - (3) address of CCC headquarters at: 2419 R Street, Sacramento, CA 95814; and
 - (4) option to leave voice-mail message.
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Department of Consumer Affairs (DCA)

DCA is responsible for promoting consumer protection while supporting a fair and competitive marketplace. DCA includes 30 regulatory boards, seven bureaus, and two programs that license and regulate over 180 diverse occupations and professions (2 million practitioners).

(1) "Consumer Information Center"
800/952-5210 800/326-2297 (TDD)

Established:	1994		
Purpose:	Provides license information and consumer complaint forms for programs under DCA's jurisdiction; refers callers to appropriate agency when issue is outside DCA's purview.		
Cost:	\$2,860,368	Operator:	Yes
Total Calls:	1,043,996/yr.	AVM:	Yes
Calls/Month:	86,999/mos.		
Hours:	7 a.m. to 8 p.m., weekdays		
Website:	www.dca.ca.gov		

DCA established the combination automated voice-mail system and live-operator Consumer Information Center (CIC) in 1994 to handle telephone inquiries and complaints from consumers and department licensees. DCA indicates that 30% of telephone calls to the CIC concern matters not under DCA's jurisdiction, such as landlord-tenant issues, vehicle registration and driver's license renewals inquiries, and personal credit questions.

The call volume figure listed above represents consumers who have manipulated the automated voice-mail system and reached the "live-operator" menu option. DCA reports that in recent months the busy signal rate has been between 30-50% of the call volume. DCA hopes the busy signal rate will be reduced by its November 1997 expansion of CIC live services from the previous hours of 8 a.m. to 5:30 p.m. to the new hours of 7 a.m. to 8 p.m.

The CIC, housed in DCA Sacramento headquarters, employs 71 personnel, including 15 analysts who research and write responses to consumers. During busy periods, all 71 staffers are assigned to answer the toll-free lines. The most commonly asked questions concern smog checks, cosmetologists, and security guards.

As noted below, there are five consumer boards within DCA which operate toll-free numbers that offer consumers services not covered by the CIC.

Agency:	Toll-Free:	Costs:	Calls:	Created:	Purpose:
Consumer Info Center	952-5210	\$2,859,96 8	1,043,996	1993	General
Consumer Info Center	326-2297	\$400	-----	1993	TDD-line
Architectural Examiners Board	991-2223	\$1,354	1,106	1993	General
CA Medical Board	633-2322	\$ 37,426	77,217	1993	Complaints
Contractors State License Board	321-2752	\$290,000	906,217	1990	Gen./Licensing
Structural Pest Control Board	737-1888	\$30,000	62,000	1993	Gen./Licensing
Board of Registered Nurses	838-6828	\$ 28,214	94,325	1993	License Status

COMMENTS: DCA maintains an Internet Worldwide Web site (www.dca.ca.gov) which contains consumer information on issues within DCA's jurisdiction. However, according to Francine Woods, Executive Officer of the CIC, DCA will soon add a new site, "The On-line Consumer Information Center Directory" which will include detailed information on all consumer issues, including those not handled by DCA programs.

The CIC's Internet site serves as an entry point for people seeking government forms, advice, and resource assistance on any consumer issue. While a toll-free number allows a consumer to talk to a live person, once a connection is made, DCA's web site is open to the public around the clock. This site should provide a strong focus for consumers attempting to negotiate the maze of government programs that deal with consumer issues. The obvious drawback to the Internet site is that most consumers do not have Internet access; nevertheless, DCA should consider listing its CIC web site in telephone directories that contain DCA's toll-free number.

DCA complains that it is overloaded with phone calls that should be handled by other agencies that have jurisdiction over specific consumer problems. And DCA points out that the Legislature has denied it additional funding to increase the number of personnel who field consumer calls. Contributing to DCA's paradox -- it gets too many misdirected calls -- is that in most of the 1997-98 Pacific Bell phone directories DCA is identified as the only agency to call with consumer problems (see the "Easy Reference Listing" of government services in the White Pages of Pacific Bell phone books). The term "consumer complaints" encompasses too many issues and, as such, it would be helpful if the term could be further defined through subsets of consumer complaints. Staff recommends that DCA work with Pacific Bell and other phone companies to expand the "consumer complaint" section in phone directories to include, at a minimum, a description of those issues handled by the Attorney General, the Department of Corporations, district attorneys, and DCA.

(2) Board of Architectural Examiners (BAE)

“License & Code Information Line”

800/991-2223

Established:	1994		
Purpose:	Provide building officials and the general public with licensing and building code information.		
Cost:	\$1,354.	Operator:	Yes
Total calls:	1,106/yr.	AVM:	No
Calls/Month:	92/mos.	Staffing:	4
Hours:	8 a.m. to 5 p.m., weekdays		

BAE’s toll-free number was set up during the aftermath of the 1993 Northridge Earthquake which prompted building officials to demand easier access to building code and earthquake construction standards for design and construction professionals.

The License & Code Information toll-free number offers live-operator assistance and provides the following menu-options to select from:

- (1) access to directory of licensed professional architects;
- (2) record of adverse/disciplinary actions; and
- (3) DCA publications and pamphlets: “Consumer Guide to Hiring Architects”;

No provision is made to accommodate non-English speaking callers.

(3) Contractors’ State License Board

“License Verification”

800/321-2752

Established:	1991		
Purpose:	Allows callers to verify a contractor license status; related licensing requirements on becoming a contractor; and disseminate written material on contracting issues.		
Cost:	\$290,000	Operator:	No
Total Calls:	906,217 / yr.	AVM:	Yes
Calls/Month:	75,518/mos.		
Hours:	8 a.m. to 5 p.m., weekdays		

The Customer Service/License Verification toll-free number offers an automated voice-mail system with recorded message options as follows:

- (1) status of any contractor's license;
- (2) list of informational topics;
- (3) CSLB brochure: "Get Information To Build On" kit;
- (4) rotary phone users; and
- (5) directory assistance inquiries, call: 916/255-3900.

In 1994, the CSLB expanded the information it provides on licensees through its automated phone system to include the name, address, and phone number of the contractor's bonding company as well as information on past or pending suspensions, revocations, citations, judgements, or arbitration awards against the contractor.

The verification system requires callers to enter the contractor's license number to receive the computerized response. Callers are "warned" that CSLB's information may not contain violations and judgments against a contractor if information has not been reported to the CSLB. Whenever the CSLB enters any disciplinary action into its data bank, the toll-free line is updated at the same time as well; however, there is a lag time of up to a week for disciplinary information sent by mail. Examples of disciplinary information sent by mail include notice of a bond cancellation, or a court decision. Callers seeking access to a live-operator must call (toll-charge) DCA Headquarters in Sacramento.

(4) Medical Board of California

"Central Complaint Unit"
800/633-2322

Established:

Purpose: Receives complaints against physicians and surgeons, podiatrists, physician's assistants and dispensing opticians.

Cost:	\$37,426	Operator:	Yes
Total Calls:	77,217 / yr.	AVM:	Yes
Calls/Month:	6,434/mos.	Staffing:	2-21
Hours:	8 a.m. to 5 p.m., weekdays		
Website:	www.medbd.ca.gov		
Bilingual:	Yes		

The AVM recording mentioned the Board's Internet Website (www.medbd.ca.gov) which claims to offer consumer resources on how to deal with medical practitioner problems. The complaint form which consumers are required to submit to MBC when filing a complaint was not available for downloading during staff's Website visit on 11/7/97.

Complaint calls are toll-free, but consumers must place a toll-call to Sacramento (916-263-2382) to verify the license status of a physician. Complaints usually must be submitted in writing on a MBC form, although a complaint will be taken over the

telephone if the MBC operator believes immediate action is warranted (i.e., the patient is in immediate danger).

(5) Board of Registered Nursing

“License Verification Line”
800/838-6828

Established: 1995
Purpose: Provides callers with the license status of registered nurses.

Cost:	\$28,214.	Operator:	No
Total Calls:	94,325 / yr.	AVM:	Yes
Calls/Month:	7,860/mos.	Hours:	24 hrs.

Callers must enter a nurse’s license number to obtain the license status -- there is no information available for callers who do not know the number. The recording recommends that callers ask for only one to three records during weekday business hours, and up to 10 records after 5 p.m. and on weekends. No provision is made for non-English speaking callers.

(6) Structural Pest Control Board (SPCB) 800/737-8188.

Established: 1994
Purpose: Provide license-related information.

Cost:	\$30,000	Operator:	No
Total Calls:	62,000/yr.	AVM:	Yes (Recording)
Calls/Month:	5,166/mos.	Hours:	8 a.m. to 5 p.m., weekdays

This phone line may be used to file a complaint or obtain licensing forms, exam schedules and reports of disciplinary actions against licensees.

Board of Control (BOC)

The Victims of Crime program, administered by the Board of Control (BOC), compensates victims of violent crime and eligible family members for certain crime-related financial losses or expenses (counseling, funeral costs, etc.).

“Victims of Crime Line”

800/777-9229

Established:	1991		
Purpose:	Provide financial and resource assistance to people victimized by crime.		
Cost:	\$270,800	Operator:	Yes
Total Calls:	140,350 / yr.	AVM:	No
Calls/Month:	11,695/mos.	Staffing:	6
Staff Costs:	\$230,145		
Hours:	7:30 a.m. to 5 p.m., weekdays		

The Victims-of-Crime toll-free line offers live-operator assistance during the work week; however, there is no recorded message or voice-mail system for callers interested in obtaining the status of claims currently pending before the BOC. Most callers are referred to this number by local police or hospital personnel.

Department of Corporations (DOC)

The Department of Corporation’s (DOC) primary objective is to protect the public through administration and enforcement of the state’s law regulating health care plans, securities and franchise investment, and lenders and fiduciaries plans.

(1) “Health Plan Consumer Services Unit”

800/400-0815

Established:	1995		
Purpose:	Allow consumers to register complaints against their health plan.		
Cost:	\$2,286,000*	Operator:	Yes
Total Calls:	37,948*	AVM:	No
Calls/Monthly:	3,162/mos.	Staffing:	9
Staff Costs:	\$1,600,000*	Hours:	8 a.m. to 5 p.m., weekdays
Bilingual:	Yes		
Website:	www.corp.ca.gov		

*The majority of this cost figure is for one-time start-up expenses. The call volume covers only the program’s first three months of operation. Estimated calls in 1997 are 106,000.

DOC regulates over 100 health care service plans. Consumers may file complaints on an urgent basis if conditions pose an “imminent and serious threat to the health of the patient,” or they may obtain a Request for Assistance (RAF) when their health plan has failed to resolve a complaint to the consumer’s satisfaction within 60 days.

The Health Plan Consumer Services Unit toll-free number provides callers with live-operator assistance and an opportunity to ask complaint-related questions and file complaints regarding Health Care Service Plans (HMOs). Operator assistance is available for non-English-speaking callers. The AVM also cites the department's Internet Website (www.corp.ca.gov) where consumers may obtain health plan complaint forms with instructions on filing a complaint.

(2)“Financial Services Complaint Line”
800/347-9675

Established:	1989		
Purpose:	Allow consumers to register complaints against certain lenders, mortgage bankers and escrow agents.		
Cost:	\$4,543	Operator:	Yes
Total Calls:	7,318 / yr.	AVM:	No
Calls/Monthly:	610/mos.	Staffing:	3
Hours:	8 a.m. to 5 p.m., weekdays		
Bilingual:	Yes		

The Financial Services Complaint Desk toll-free number offers live-operator assistance during weekdays, including bilingual assistance for non-English speaking (Spanish) callers on how to file a complaint against certain lending companies and financial institutions. (No recorded/voice-mail system available after 5:00 p.m.)

A recorded message provides the following menu-options to select from:

- (1) information on filing a complaint;
- (2) information on financial institutions and lenders; and
- (3) information on mortgage bankers and independent escrow agents.

Energy Resources, Conservation and Development Commission

The Commission is responsible for forecasting energy supply and demands, developing and implementing energy conservation measures, conducting energy-related research and development programs, and siting major power plants.

(1)“Energy Standards Hotline”
800/772-3300

Established: 1983
Purpose: Help contractors comply with energy standards and provide guidance to the public on energy efficiency projects.

Cost:	\$7,020	Operator:	Yes
Total Calls:	7,302 / yr.	AVM:	No
Calls/Month:	608/mos.	Staffing:	3
Hours:	8 a.m. to noon; 1 p.m. to 4 p.m., weekdays		

Hotline callers are informed that they may also obtain energy standards information by fax, mail, or by making a (toll-charge) call to commission headquarters: 916/653-6830.

(2) "Public Adviser's Office"
800/822-6228

Established: 1980
Purpose: Provides callers with a toll-free number for other state agencies that deal with energy efficiency matters, and informs the public about commission proceedings.

Cost:	\$492	Operator:	No
Total Calls:	840 / yr.	AVM:	Yes
Calls/Month:	70/mos.	Hours:	24 hrs.

The line itself provides no details on the Public Adviser's Office, but it does offer callers a menu of toll-free number for other agencies that deal in energy efficiency matters.

Board of Equalization (BOE)

The BOE administers 19 tax programs, including Sales and Use Tax; Motor Vehicle Fuel License (Gasoline); Diesel and Use Fuel Tax; Alcoholic Beverage Tax; and Cigarette Tax.

"Customer and Taxpayer Services"
800/400-7115

Established: 1995
Purpose: Provide State tax forms and information to callers.

Cost:	\$1,226,000	Operators:	Yes
Total Calls:	140,350 / yr.	AVM:	Yes
Calls/Monthly:	11,695/mos.	Staffing:	20
Staff Costs:	\$712,000	Hours:	8 a.m. to 5 p.m., weekdays

Equipment Costs: 478,000
Bilingual: Yes

The Customer Service Taxpayer toll-free number offers a 24-hour Automated Voice-Mail/Menu system that provides callers with access to live-customer service representatives during normal business hours on weekdays. Callers may order an array of state tax forms and information booklets via an automated fax/mail system at any hour of the day or night. Three bilingual operators are available to assist non-English speaking (Spanish) callers.

Comments: When the Customer Service Taxpayer toll-free number was first opened in December 1995, it received 55,796 total calls throughout the next seven months. (The late start coupled with a "debugging" period produced a low volume for FY 1995-96.) The Board now claims that since the implementation and dedication of its customer phone line automation system three years ago, more than 40% of its queries to the toll-free customer service line are handled without human intervention. A BOE spokesperson stated the toll-free line now receives approximately 50,000 calls per month.

Department of Fair Employment and Housing (FEH)

FEH enforces laws that promote equal opportunity in housing, employment, public accommodations, and that protects citizens from hate violence.

(1) "Employment Line"
800/884-1684

Established: 1993
Purpose: Assist people who believe they have been harassed or discriminated against at their workplace.

Cost:	\$281,572	Operator:	Yes
Total Calls:	421,676 / yr.	AVM:	Yes
Calls/Month:	35,139/mos.	Staffing:	14
Hours:	8 a.m. to 5 p.m., weekdays		

COMMENTS: FEH's Communication Center in Sacramento employs four professional staff and 10 support staff to screen incoming calls involving employment issues. The support staff screens calls for jurisdiction, often providing referrals to other agencies; they also schedule intake appointments throughout the state for those within FEH's jurisdiction.

(2) "Housing Line"
800/233-3212

Established:	1994		
Purpose:	Help people who believe they have been discriminated against in obtaining housing.		
Cost:	\$12,388	Operator:	Yes
Total Calls:	21,530	AVM:	Yes
Calls/Month:	1,794/mos.	Staffing:	4
Hours:	8 a.m. to 5 p.m., weekdays		
Bilingual:	Yes		

Department of Financial Institutions (DFI)

The DFI, formerly the State Banking Department, was established to protect the public from economic loss resulting from the failure of any of the financial institutions it regulates.

"Consumer Financial Services"
800/622-0620

Established:	1983		
Purpose:	To allow the public to file complaints and to obtain information about financial institutions		
Cost:	\$9,439	Operator:	Yes
Total Calls:	13,941/yr.	AVM:	Yes
Calls/Month:	1,161/mos.	Hours:	8 a.m. to 5 p.m., weekdays
Website:	www.dfi.ca.gov		

DFI's Financial Services Consumer AVM/menu-options included the following selections:

- (1) hot to register a complaint;
- (2) public inquiry for more information; and
- (3) press "0" for operator-assistance

COMMENTS: Staff selected option #3 from the AVM/menu-option to speak to a live-operator but were continually greeted with this message: "Our lines are currently busy. Please leave your name, address and phone number and we'll return your call."

Department of Fish and Game (DFG)

DFG administers programs and enforces laws pertaining to the fish and wildlife resources of the state. The Fish and Game Commission sets policies to guide DFG in its activities, and regulates the sport taking of fish and game. DFG currently manages about 160 ecological reserves, wildlife management areas, habitat conservation areas, and interior and coastal wetlands throughout the state.

“Californians Turn in Poachers (CalTIP)”
800/952-5400

Established: 1981
Purpose: Allow public to anonymously report alleged incidents of poaching (illegal killing of wildlife).

Cost:	\$1,921	Operator:	No
Total Calls:	3,051 / yr.	AVM:	Yes
Calls/Monthly:	254/mos.	Hours:	24-hrs.

The Californians Turn-In-Poachers or “Cal-TIP” toll-free number provides a 24-hour pre-recorded message system to callers seeking general hunting and fishing license information; regional DFG offices; and access to DFG dispatchers for leaving a message to report a suspected fish and game poaching violation. No provision is made for non-English speaking callers.

Cal-Tip Line menu options include the following selections:

- (1) reporting poaching violations to DFG dispatchers;
- (2) rotary phone user referral number, (916) 327-9953;
- (3) DFG License and Revenue information, (916) 227-2244;
- (4) Eureka office, (707) 455-6493;
- (5) Redding office, (916) 255-2300;
- (6) Sacramento office, (916) 358-2900;
- (7) Napa/Yountville office, (707) 944-5500;
- (8) San Francisco office, (415) 688-6340;
- (9) Monterey office, (408) 649-2870;
- (10) Fresno office, (209) 243-4005;
- (11) Los Angeles/Long Beach office, (310) 590-5132;
- (12) San Diego office, (619) 467-4201; and
- (13) Bishop office, (619) 872-1171.

COMMENTS: According to DFG spokesperson, “toll-free poaching hotlines” are a standard service offered in virtually every state. The Cal-TIP line averages approximately 250 reports of possible violations each month, or 3,000 calls for assistance per year for the past 15 years. DFG states that it has less than 300 game

wardens statewide to police fish and game regions, hence, it looks to the public to assist wardens in detecting illegal fishing and hunting activity.

Franchise Tax Board (FTB)

The FTB administers the personal income tax and bank and corporate tax laws through the Tax Program which includes self-assessment, audit, collection and filing enforcement activities.

(1) "Tax Lines"
800/852-5711

Established:	1976		
Purpose:	Provide general state tax information and referral numbers of FTB programs.		
Cost:	\$2,503,333	Operator:	Yes
Total Calls:	1,194,097/ yr.	AVM:	Yes
Calls/Month:	99,508/mos.	Hours:	8.m. to 5 p.m., weekdays
Staff Costs:	\$1,724,820		
Website:	www.ftb.ca.gov		
Bilingual:	Yes		

The FTB Tax-Line toll-free number provides an automated voice-mail/recording system 24-hours a day with access to live-operator assistance weekdays, 8 a.m. to 5 p.m., for callers seeking general tax information, to order tax forms, to learn the status of their tax refund, or to access a specific program application through a separate number. Bilingual assistance is provided to non-English (Spanish) callers. Calls are monitored to ensure quality assurance.

The FTB Tax-Line AVM/menu options include the following selections:

- (1) tax return information notices;
 - (2) proposed tax assessments;
 - (3) personal income tax notices;
 - (4) corporate tax and partnership information;
 - (5) Spanish-speaking callers;
 - (6) address of FTB headquarters, @ 9465 Butterfield Way/Sacramento, CA 95827;
 - (7) toll-free referral line, @ (800) 338-0505 to order state tax forms;
 - (8) FTB website @ www.ftb.ca.gov to download tax forms;
 - (9) DMV referral line @ (916) 845-6872 for delinquent notices; and
 - (10) toll-free referral line @ (800) 829-1040 for federal IRS tax information.
-

(2) "TDD-Line"
800/822-6268 (TDD)

Established:	1976		
Purpose:	Provide general state tax information and referral numbers of FTB programs for deaf/hearing-impaired callers.		
Cost:	\$12,186	Operator:	Yes
Total Calls:	83,804 / yr.	AVM:	No
Calls/Month:	6,983/mos.	Hours:	8 a.m. to 5 p.m. weekdays
Staff Costs:	\$12,186		

(3) "Revenue Resolution Line"
800/845-4555

Established:	1990		
Purpose:	Assistance for callers		
Cost:	\$3,828,195	Operator:	Yes
Total Calls:	1,214,369 / yr.	AVM:	Yes
Calls/Month:	101,197/mos.	Staffing:	160
Staff Costs:	\$2,690,590	Hours:	8 a.m. to 5 p.m., weekdays
Bilingual:	Yes		
Website:	www.ftb.ca.gov		

The Revenue Resolution AVM/menu-options include the following selections:

- (1) tax return information notices;
- (2) proposed tax assessment;
- (3) personal income tax notices;
- (4) corporate tax and partnerships; and
- (5) Spanish-speaking callers;

COMMENTS: Recorded message also provides callers with the following information:

- (a) address of FTB: 9645 Butterfield Way, Sacramento, CA 95827;
 - (b) toll-free number to order FTB tax forms at: (800) 338-0505;
 - (c) homepage website to download tax forms at: www.ftb.ca.gov;
 - (d) referral number for delinquent DMV notices at: (916) 845-6872; and
 - (e) toll-free number to obtain federal IRS information and tax forms at: (800) 829-1040.
-

(4) “Interactive Voice Response Lines”

800/338-0505	800/478-7194	800/540-3453
800/545-5009	800/555-4005	800/895-5440
800/895-8125	800/852-2753	800/998-3676

Established: 1988
Purpose: Provides callers with a separate line for an Interactive Voice Response (IVR) system for taxpayers calling in response to a billing.

Cost:	\$528,073	Operator:	Yes
Total Calls:	2,248,580 / yr.	AVM:	Yes
Calls/Month:	187,381/mos	Hours:	8 a.m. to 5 p.m., weekdays
Phone Costs (only):	\$528,073		
Bilingual:	Yes		

Department of General Services (DGS)

DGS is responsible for providing a broad range of support services to operating departments; and performing management and oversight activities related to these support services.

“Customer/Supplier Advocates Line”
800/559-5529

Established: 1995
Purpose: Provide bidding information to potential suppliers of goods and services to the state.

Cost:	\$1,440	Operator:	Yes
Total Calls:	2,400/yr.	AVM:	Yes (Recording)
Calls/Month:	200/mos.	Bilingual:	Yes
Hours:	8.m. to 5 p.m., weekdays		

This line is designed for suppliers and businesses interested in doing business with the State of California; and provides worldwide entrance to DGS’s bidder pre-qualification agenda. Bilingual assistance is provided to non-English (Spanish) speaking callers. The Customer & Supplier line menu options included the following selections:

- (1) customer Advocate referral number at: (916) 445-2500;
- (2) information and questions about placing your business name on the state’s bidding list;

- (3) state bidders listing;
- (4) how your business is listed;
- (5) information for women-owned; disabled-veteran owned businesses contracting with the State; and
- (6) Supplier Advocate.

*Telecommunication charge only.

Department of Health Services (DHS)

DHS manages California's primary health delivery program including the state's \$17 billion Medi-Cal program (serving about 5.5 million people monthly), the Office of AIDS and the Office of Family Planning. DHS is in charge of preventative medical services, public water supplies, environmental health, epidemiological studies, rural and community health, radiologic health, maternal and child health and the early detection of genetic disease and birth defects in newborns.

(1) "Medi-Cal Fraud Hotline"

800/822-6223 (Northern California)

Established: 1986

Purpose: Allow reporting of alleged Medi-Cal fraud.

Cost:	\$27,000	Operator:	Yes
Total Calls:	20,864/yr.	AVM:	Yes (24-hrs.)
Calls/Month:	1,738/mos.		
Hours:	7:30 a.m. to 4:30 p.m., weekdays		

The Medi-Cal Fraud Hotline toll-free number is operated by vendors under contract with the Department. The current vendor is the Voice Communications System.

Comments: Many of the hotline calls are from Medi-Cal recipients who complain about health care providers -- these calls are referred to the Department of Justice's Medi-Cal Provider Hotline (800) 722 0432. An example of fraud complaint handled by DHS would one where an ex-spouse alleges that her former husband is illegally receiving Medi-Cal benefits.

(2) "Nursing Home & Hospital Complaint"

800/554-0354

Established: 1986
Purpose: Allow reporting of complaints against nursing homes care and hospital violations.

Cost:	\$3,240	Operator:	Yes
Total Calls:	6,315 / yr.	AVM:	Yes (Recording)
Calls/Month:	526/mos.		
Hours:	7:30 a.m. to 4:30 p.m., weekdays		

The line is operated by a vendor under contract with DHS.

(3) "AIDS Hotline"
800/367-2437

Established: 1986
Purpose: To assist people infected with the AIDS/HIV complex.

Cost:	\$195,680	Operator:	Yes
Total Calls:	59,905/ yr.	AVM:	Yes
Calls/Month:	4,992/mos.		
Bilingual:	Yes		
Hours:	8 a.m. to 5 p.m., weekdays		

The line is operated by a vendor, the San Francisco AIDS Foundation.

(4) "Nursing Home & Hospital Complaints"
800/942-1054

Established: 1990
Purpose: Allow reporting of complaints against nursing homes and hospitals.

Cost:	\$27,000	Operator:	Yes
Total Calls:	20,864 / yr.	AVM:	Yes
Calls/Month:	1,738/mos.	Bilingual:	Yes
Hours:	8 a.m. to 5 p.m., weekdays		

The line is operated by a contract vendor, Voice Communications System.

Department of Housing and Community Development (HCD)

The Housing and Community Development Department (HCD) guides and supports public- and private-sector efforts to provide decent homes for every Californian, as well as administers low-income housing programs, administers standards for manufactured homes and manages the state's Proposition 77 and Proposition 84 bonded earthquake safety and homeless housing programs.

(1) "Mobilehome Ombudsman" HCD
800/952-5275

Established: 1980
Purpose: Assist people with complaints regarding manufactured housing and mobilehomes.

Cost:	\$100,660	Operator:	No
Total Calls:	9,072 / yr.	AVM:	Recording
Calls/Month:	756/mos.	Hours:	
Staff Cost:	99,000		

(2) "Registration & Titling Program"
800/952-8356

Established: 1981
Purpose:

Cost:	\$485,778	Operator:	
Total Calls:	58,673 / yr.	AVM:	Yes
Calls/Month:	4,889/mos.	Hours:	
Staff Cost:	484,000		

COMMENTS: The department received a loan to re-engineer and improve this toll-free number to reduce program backlogs during 1997-98.

(3) "Employee Housing Act Line"
800/559-0355

Established: 1991
Purpose: Employee Housing line aids HDC with enforcement efforts in the area of housing.

Cost:	*	Operator:	When available
Total Calls:	161/yr.	AVM:	Yes
Calls/Month:	13/mos.	Hours:	8 a.m. to 5 p.m., weekdays

* Phone company neglected to bill HCD for this line in FY 1995-96.

The HCD Employee Housing toll-free number offers an automated voice-mail/recording system with bilingual messages for non-English speaking callers. The recording stated that “no one is available to take your call at this time”, and was repeated in Spanish. The Employee Housing AVM/menu options available to select from (after recording):

- (1) leave your name, address and phone number for housing-employee problems; or
- (2) for general information, call (916) 445-9471.

Department of Industrial Relations (DIR)

The objective of the Department of Industrial Relations (DIR) is to protect the workforce in California, improve working conditions, and advance opportunities for employment.

“Industrial Medical Council”

800/794-6900 AVM/Live-Operators

Established: 1991

Purpose: Provides the information of the medical component of the workers’ compensation program to callers regarding injured workers and rehabilitation.

Cost:	\$12,000	Operator:	Yes
Total Calls:	29,000 / yr.	AVM:	Yes
Calls/Month:	2,416/mos.	Staff:	7
Hours:	8.m. to 5 p.m., weekdays,		

The DIR Industrial Medical Council toll-free line provides a 24-hour automated voice-mail/recording system, with access to live-operator assistance during normal business hours to callers seeking information regarding the state’s workers’ compensation system and injured worker prevention and rehabilitation. Recorded message/operators provide information in English only.

Industrial Medical Council line menu options include the following selections:

- (1) enter extension number of staff person;
- (2) physicians information;
- (3) insurance information;
- (4) information for injured workers;

- (5) questions regarding workers' compensation; and
 - (7) rotary phone callers or operator-assistance.
-

Department of Insurance

The principal objective of the Department of Insurance (DOI) is to protect insurance policyholders in the State.

“Consumer Communications Hotline”
800/927-4357

Established:	1987		
Purpose:	Resolve problems consumers are having with insurers and to promote awareness of consumer insurance rights.		
Cost: (CIC)	\$3,400,000	Operator:	No
Total Calls:	379,791 / yr.	AVM:	Yes
Calls/Month:	31,649/mos.	Hours:	24-Hrs.
Telephone Costs:	\$343,000		

Integrated Waste Management Board

The California Integrated Waste Management Board (IWMB) protects public health and safety and the environment through regulation of existing and new solid waste facilities, including landfills.

The IWMB promotes the following waste management practices:

“Recycling Hotline”
800/553-2962

Established:	1978		
Purpose:	Provides a directory referral of recycling centers nearest callers based on zipcode.		
Cost:	\$75,049	Operator:	Yes
Total Calls:	37,929 / yr.	AVM:	Yes
Calls/Month:	3,160/mos.	Staff:	2
Bilingual:	Yes		
Hours:	8 a.m. to 5 p.m., weekdays		

The IWMB Recycling Hotline toll-free number provides live-operator assistance during normal business hours and a 24-hour automated voice-mail/recording system to callers seeking information regarding local recycling centers nearest the caller. Bilingual assistance is provided to non-English (Spanish) speaking callers, subject, however, to the availability of CCC corps members who are trained to supplement operators.

Department of Justice (DOJ)

The Department of Justice (DOJ) represents state agencies in legal matters, coordinates efforts to address the statewide narcotic enforcement problem; assists local law enforcement in the investigation and analysis of crimes; provides person and property identification and information services to criminal justice agencies; supports the telecommunications and data processing needs of the CA criminal justice community; and pursues projects designed to protect the people of California from fraudulent, unfair and illegal activities.

(1) "Public Inquiry Consumer/Complaint Line"

800/952-5225

800/952-5548(TDD)

Established: 1975

Purpose: Information on how to file a complaint; other state agency referral numbers; and access to the state's firearm, fingerprinting and Child molester registries.

Cost:	\$81,590*	Operator:	Yes
Total Calls:	104,260	AVM:	Yes
Calls/Month:	8,688/mos.	Bilingual:	Yes
Hours:	9 a.m. to 5 p.m., weekdays		
Website:	www.ns.net/ca.gov		

The DOJ Public Inquiry Consumer Complaint toll-free number offers a sophisticated automated voice-mail/recording system with access to live-operator assistance during normal business hours for callers interested in learning how to file a complaint; referral numbers of other agencies; brochures and publications; and access to criminal history registries. Bilingual assistance is provided to non-English speaking callers via an auto-transfer system.

The Public Inquiry Consumer Complaint line AVM/menu-options include the following selections:

- (1) message from State Attorney General Dan Lungren;
- (2) information on how to file a complaint;

- (3) DOJ homepage website address at: www.ns.net/ca.gov;
- (4) DOJ brochures and publications and complaint forms. Send complaint forms to: Office of Attorney General/Public Inquiry Unit/P.O. Box 944255/Sacramento, CA 94244-2550;
- (5) for media reporters, state agency employees, law enforcement personnel, and legislative staff;
- (6) consumer complaints and discrimination;
- (7) DOJ registries on fingerprinting, firearms and child molesters;
- (8) referral numbers for other state agencies;
- (9) filing a claim with the State of California;
- (10) Child-Molester (900) Crime Number;
- (11) operator assistance; and
- (12) Attorney General's press office at: (916) 324-5500.

Calls/Month: 22/mos. Hours: 9am - 5 pm.

*Includes \$6,000 for telephone book listing in all major California locales.

(2) " Bureau of Medi-Cal Fraud " DOJ
800/722-0432

Established: 1988
 Purpose: To take reports of fraud.
 Cost: N/A Operator: No
 Total Calls: 2,100 AVM: Yes
 Calls/Month: 175 Staff: 1
 Hours: 8 a.m. to 5 p.m., weekdays

(3) " Missing Children Hotline "
800/222-3463

Established: 1986
 Purpose: Offers 24-hour relay service staffed by live-operators for callers seeking timely information and access to DOJ criminal behavior records on status of missing children.

Cost: \$4,937 Operator: Yes
 Total Calls: 5,594 / yr. AVM: Yes
 Calls/Month: 411/mos. Staff: 2
 Hours: 9 a.m.-5 p.m., weekdays
 Bilingual: Yes

The DOJ Missing Children Hotline toll-free number is a relay service offering live-operator assistance 24-hours daily, seven days a week, to callers seeking information on the status of missing children.

Department of Motor Vehicles (DMV)

The DMV issues driver's licenses, register vehicles and regulates businesses that manufacture and sell vehicles

"TDD Special Relay Service Line" DMV
800/368-4327 (TDD)

Established: 1989
Purpose: Help accommodate hearing impaired customers of the Department of Motor Vehicles (DMV).

Cost:	\$20,828	Operator:	Yes
Total Calls:	205,400	AVM:	No
Calls/Month:	17,116/mos.	Hours:	8 a.m. to 5 p.m., weekdays

The DMV (TDD) toll-free number is a special relay service providing operator-assistance during normal business hours to deaf and hearing-impaired callers seeking information and special assistance with vehicle registration, driver's license renewal, and other matters relating to DMV.

Department of Parks and Recreation (DPR)

DPR acquires, designs, develops, operates, maintains and protects units of the State Park System. In 1997-98, about 70 million visitor-days are anticipated at state parks and beaches operated by DPR, up from 66 million in 1996-97.

"State Parks Reservation Line"

800/444-7275 [Destinet, the state vendor which operated the park reservation system, ceased operations December 19, 1997, and, as a result, new reservations were not being accepted in January 1998. Campers who had reservations prior to Destinet's shutdown may call the toll-free number to cancel the reservation. DPR expects to have a new phone reservation system in place by early 1998.]]

Established: 1987
Purpose: Allow the public to reserve camping sites at state parks.

Cost:	Unknown	Operator:	Yes
Total Calls:	1,200,000.	AVM:	Yes

Calls/Month:	100,000/mos.	Staff:	100-300
Hours:	8 a.m. to 5 p.m., daily		

COMMENTS: Destinet was the contract vendor who administered the State Parks Camping Reservation line in calendar year 1996. The total number of calls in 1996 was approximately 1.2 million (93,628 hours), which is down 14% from the prior year. Due to the varying rate per minute, Destinet was unable to provide a total cost for this service.

Public Utilities Commission (PUC)

The Public Utilities Commission (PUC) is responsible for the regulation of privately owned public utilities such as gas, electric, telephone, trucking, bus, and railroad corporations.

“Consumer Inquiries & Complaint Line”
800/649-7570

Established:	1987		
Purpose:	Provides information to consumers on how to file a complaint with the PUC; information regarding local utility companies; and tips on how to put your concerns in writing.		
Cost:	\$109,800	Operator:	Yes
Total Calls:	856,000/yr.	AVM:	Yes
Calls/month:	71,333/mos.	Hours:	9 a.m. to 5 p.m., weekdays

The PUC Public Inquiries and Complaint toll-free line offers an automated voice-mail system with access to live-operator assistance during normal business hours. The Public Inquiries & Complaint AVM/menu options include the following selections:

- (1) message stating consumer’s responsibility to contact your local utility company “first” prior to contacting the PUC complaint line;
- (2) telephone-related problems;
- (3) gas or electric-related problems;
- (4) water or sewer-related problems;
- (5) all other concerns;
- (6) learning “how” to put your concerns in writing when addressing the PUC; and
- (7) operator-assistance.

COMMENTS: In 1996, the cost of administering the PUC’s Consumer Inquiries & Complaint toll-free number was approximately \$81,000, based on monthly average bills

of \$6,750. There is an automated voice-mail response system integrated with the (800) number that incurs additional costs of \$28,880 annually.

Department of Rehabilitation (DOR)

DOR is the lead state agency assisting people with disabilities .

(1)“BEP-Line for Vendors”

800/675-1575

Established:	1992		
Purpose:	Development of small business opportunities for the blind and severely disabled.		
Cost:	\$1,724	Operator:	No
Total Calls:	3,432/yr.	AVM:	Yes (Recording)
Calls/Month:	286/mos.		
Hours:	8 a.m. to 5 p.m., weekdays.		

The DOR BEP-Line for Vendors toll-free number offers a pre-recorded message only (last updated on 10/3/97 at time of 10/8/97 contact) for the development of small business opportunities for the blind and severely disabled. For example, the 10/3/97 recording cited a series of training classes that were to cover such issues as “how to conduct a job interview,” and “how to maintain a positive outlook”

The BEP toll-free number VM/recording menu options included the following selections:

- (1) to make reservations, contact Marilyn Hawler at (619) 525-4893;
 - (2) to make accommodations in the San Diego area, contact “Accessible San Diego” at (619) 279-0704;
 - (3) message stating there are NO current vending locations available to bidders;
 - (4) Bureau of State Audits Program report on Business Enterprises, #96-031: call (916) 445-0255.
-

(2) “Client-Assistance Program Line”

800/952-5544

Established:	1976
Purpose:	Development of small business opportunities for the blind and severely disabled.

Cost:	\$748	Operator:	No
Total Calls:	952/yr.	AVM:	Yes (Recording)
Calls/Month:	79/mos.	Hours:	8 a.m. to 5 p.m., weekdays

Secretary of State (SOS)

The SOS administers and enforces election laws; has statutory responsibility for examining and filing financial statements and corporate-related documents for the public record; appoints notaries public; and manages the state's archival function.

(1) "Voter Registration & Ballot Pamphlet Requests"
800/345-8683 (English Line)

Established:	1992
Purpose:	Capture requests for voter registration cards and ballot pamphlets.

Cost:	\$3,840*	Operator:	No
Total Calls:	64,525	AVM:	Yes (Recording)
Calls/Month:	5,377/mos.	Staff:	4
Hours:	24-hours		

*program cost for phone lines not clearly provided.

The Registration & Ballot Pamphlet Requests toll-free line offers an automated voice-mail/recording system on a daily 24-hour basis (with no access to live-operators), to callers seeking to obtain voter registration forms; information regarding polling places; requests for absentee ballots; and voter ballot pamphlets. Bilingual assistance is referenced during the recorded message and callers are given a toll-free referral number for non-English speaking callers to contact.

The Voter Registration & Ballot Pamphlet Requests VM/menu-options include the following selections:

- (1) Voter registration forms;
- (2) Message from Secretary of State Bill Jones regarding "Proof-of-I.D" proposal at the polls;
- (3) Information regarding voter fraud and voter intimidation;
- (4) Info on locating your polling place and obtaining absentee ballots: should contact local county Voter Registrar's Office (listed under "Government" section in your phone directory);
- (5) Rotary phone users; and/or option to leave message with an operator: name, address and phone number;
- (6) For additional information, please contact the Elections Division in Sacramento @ (916) 657-2166.

COMMENTS: According to a SOS spokesperson , there is a monthly recurring charge of \$15 for each of the various voter registration toll-free lines. Monthly usage charges vary depending upon the volume of incoming calls – the cost of the English line is estimated to be \$320 per month.

(2) “Voter Registration & Ballot Pamphlets”

800/833-8083 (TDD)

Established: 1992

Purpose: Help accommodate deaf/hearing impaired customers gain access to voter registration and ballot pamphlet election materials.

Cost: unknown

Operator: Yes

Total Calls: unknown

AVM: Yes (Recording)

Hours: 24-hrs

(3) “Spanish Voter Registration Info”

800/232-8682

800/339-2814

Established: 1992

Cost: \$3,840*

Operator: No

Total Calls: 2,550

AVM: Yes (Recording)

Calls/Month: 212/mos.

Hours: 24-hours.

*program cost for phone lines not clearly provided

(4) “Chinese Ballot Pamphlet Requests”

800/339-2857

Established: 1992

Cost: \$3,840*

Operator: No

Total Calls: 498

AVM: Yes (Recording)

Calls/Month: 41/mos.

Hours: 24-hours

(5) "Japanese Ballot Pamphlet Requests"

800/339-2865

Established:	1992		
Cost:	\$3,840*	Operator:	No
Total Calls:	119	AVM:	Yes (Recording)
Calls/Month:	10/mos.	Hours:	24-hours

*program cost for phone lines not clearly provided.

(6) "Vietnamese Ballot Pamphlet Requests"

800/339-8163

Established:	1992		
Cost:	\$3,840*	Operator:	No
Total Calls:	380	AVM:	Yes (Recording)
Calls/Month:	32/mos.	Hours:	24-hours

(7) "Tagalog Ballot Pamphlet Requests"

800/339-2957

Established:	1992		
Cost:	\$3,840*	Operator:	No
Total Calls:	90	AVM:	Yes (Recording)
Calls/Month:	8/mos.	Hours:	24-hours

*program cost for phone lines not clearly provided.

Department of Social Services (DSS)

DDS administers public assistance programs.

"Public Inquiry & Response Unit"

800/952-8349 (TDD)

Established:	1979		
Purpose:	Allow deaf/hearing-impaired welfare applicants and recipients a method for filing an oral inquiry or complaint regarding public assistance benefits.		

Cost:	\$4,196	Operator:	Yes
Total Calls:	41,673/yr.	AVM:	No
Calls/Month:	3,472/mos.	Hours:	8 a.m.-5 p.m.

This toll-free number is a special relay service providing operator-assistance to help hearing-impaired welfare applicant/recipients only to file for an oral administrative hearing or to make an inquiry or a complaint regarding their public assistance benefits.

COMMENTS: According to a DSS spokesperson, this toll-free number is printed on the back of every Notice of Action received by welfare applicants/recipients, and even though it is designated as a TDD number, many calls are placed erroneously. The actual TDD messages left on the message recording machine which are returned by staff members average approximately 20 calls per month.

Bureau of State Audits (BSA)

The BSA conducts independent financial and performance audits of state and local agencies.

“Fraud Hotline”
800/952-5665

Established: 1993
Purpose: To allow callers to make anonymous reports of alleged improper governmental activities.

Cost:	\$43,369	Operator:	Yes
Total Calls:	6,216 / yr.	AVM:	No
Calls/Month:	518/mos.	Staffing:	2
Staff Costs:	\$37,661		
Hours:	8 a.m. to 5 p.m., weekdays.		

The Fraud Hotline toll-free number offers live-operator assistance during normal business hours and pre-recorded messages during other hours. Bilingual operators are available for non-English (Spanish/Vietnamese) speaking calls, as well as a TDY line for hearing-impaired at 916/323-8869.

During the past four years, the Fraud Hotline has identified improper state government activities that have cost taxpayers some \$7.4 million. When BSA substantiates a wrong doing, it reports its findings to the employing authority. BSA does not have the authority to take corrective steps on its own. Past BSA studies have indicated that up to 75% of hotline calls received concerned issues which were outside of bureau’s jurisdiction. Examples of calls that might trigger action by the BSA are: (1) reports of a state employee running a personal business on state time; or (2) theft of equipment by a state employee. Examples of calls that are not within the BSA’s jurisdiction are: (1)

reports of a state employee sexually harassing another state worker; or (2) complaints about the management style of a supervisor.

COMMENTS: The large number of misdirected calls to the Fraud Hotline suggests that the powers of the State Auditor are little understood. Awareness of the Fraud Hotline might be improved if its purpose were subject of a public relations campaign.

State Bar of California (SB)

The SB, with 123,714 active attorneys as members, is the largest state bar in the nation. The SB's activities center on regulation of the legal profession, including legal education.

(1) "Attorney Complaint Line"

800/843-9053

Established: 1988

Purpose: Allow public to file complaints against attorneys

Cost: \$1,328,000 Operator: Yes

Total Calls: 140,395/yr. AVM: Yes

Calls/Month: 11,699/mos. Staff: 20

Hours: 9 a.m. to 5 p.m., weekdays

(2) "Ethics Hotline"

800/238-4427

Established: 1983

Purpose: To provide information on matters of legal ethics.

Cost: \$654,000 Operator: Yes

Total Calls: 32,000/yr. AVM: Yes

Calls/Month: 2,666/mos. Staff: 11

Hours: 9 a.m. to 5 p.m., weekdays

State Controller (SC)

The SC's primary responsibilities are to: (1) provide sound fiscal control over receipt and disbursement of public funds; (2) report the financial operations and conditions of the State and local government; (3) assure that money due the State is collected and provide equitable, effective and economic tax administration; (4) provide fiscal assistance and guidance to local government; (5) administer the State's unclaimed property laws; and (6) serve as a member of fiscally-oriented State boards and commissions.

“Property Tax Postponement Line”
800/952-5661

Established:	1987		
Purpose:	Provide opportunity for callers to obtain information on property tax postponement and tax payment schedules.		
Cost:	\$17,131	Operator:	Yes
Total Calls:	100,997/yr.	AVM:	Yes
Calls/Month:	8,416/mos.	Hours:	8 a.m. to p.m.

California State Library (CSL)

The CSL provides information service to state government, the public and to California public libraries, and it develops information technology systems to improve resource sharing and access to information.

(1) “Braille and Talking Book Library”
800/952-5666 (Sacramento/Northern California)

Established:	1978		
Purpose:	To mail books on tape to the blind and physically handicapped.		
Cost:	\$12,639.	Operator:	Yes
Total Calls:	21,816 / yr.	AVM:	Yes
Calls/Month:	1,818/mos.		
Hours:	9:30 a.m. to 4 p.m., weekdays		

800/808-2555 (not accessible from Northern California -- this number is for Southern California)

Established:	1978		
Purpose:	To mail books on tape to the blind and physically handicapped.		
Cost:	\$19,459	Operator:	Yes
Total Calls:	55,539 / yr.	AVM:	Yes
Calls/Month:	4,628/mos.		
Hours:	9:30 a.m. to 4 p.m., weekdays.		

COMMENTS: The CSL funds two toll-free numbers (Northern CA/Sacramento) and (Southern CA/Los Angeles) assisting the blind and physically disabled residents. Live operators mail books on tape and players to the blind and physically handicapped who are registered patrons of designated libraries.

California State Lottery Commission (CSLC)

The CSLC oversees the operations of a statewide lottery which has raised over \$8 billion for public education from 10/85 through 6/96.

The CSLC uses 22 toll-free numbers to meet the information needs of players, retailers, and the general public. Two of the lines, including one dedicated to the hearing impaired, serve as the primary information source for the general public, players, and some retailers. Another line provides players with information about playing Super LOTTO by subscription. One line, located in the Finance Division, is used by retailers and players to obtain tax information. Thirteen of the phone lines are linked to lottery district offices that provide assistance to the general public, CSL players and retailers. The remaining lines are dedicated to lottery retailers who, in part, may need to order tickets, report fraud, or seek account information.

(1) "Customer Service Division"
800/225-6669

Established:	1985
Purpose:	Allows lottery players, the general public, and retailers to obtain draw results, promotional material and ticket claiming information.

Cost:	\$145,320	Operator:	Yes
Total Calls:	1,361,963	AVM:	Yes
Calls/Month:	113,496/mos.	Staffing:	7
Bilingual:	Yes		
Hours:	8 a.m. to 7 p.m., daily		

The Customer Service Division toll-free number utilizes an automated voice-mail/recording system with access to live-operator assistance for lottery vendors and retailers seeking information regarding lottery games; SuperLOTTO subscription; DECCO; and daily winnings. Bilingual assistance is provided to non-English (Spanish) speaking callers.

COMMENTS: The Customer Service AVM system is undergoing consolidation (two CSD centers into one center).

(2) "Security Division Line"
800/252-8787
Established: 1985

Purpose: Retailers use the line to report problems with tickets (i.e., stolen, fraudulent, etc.). Players use the line to report problems with retailers (i.e., not paying full prize amount, selling pre-scratched tickets, etc.)

Cost:	\$2,390.	Operator:	Yes
Total Calls:	13,667/yr.	AVM:	Yes
Calls/Month:	1,139/mos.	Bilingual:	Yes
Hours:	8 a.m. to 5 p.m., weekdays		

(3) "Scratchers Automated Phone Line"

800/568-8379

Established: 1985

Purpose: Used by retailers to validate winning Scratchers tickets, activate ticket packs, and confirm deliveries.

Cost:	\$170,643	Operator:	No
Total Calls:	1,033,901	AVM:	Yes
Calls/Month:	86,158/mos.	Hours:	8 a.m. to 5 p.m.; 6 p.m. to 1:15 a.m., daily

This toll-free number is a pre-recorded message system offered daily for lottery vendors and retailers.

COMMENT: The overall quality of the recorded message was very poor and difficult to understand when staff called this number (9/24/97).

(4) "Revenue Collection Unit"

800/321-6800.

Established: 1985

Purpose: Used by retailers to inquire about sweep balances and account information.

Cost:	\$11,760	Operator:	Yes
Total Calls:	44,146	AVM:	Yes
Calls/Month:	3,678/mos.	Bilingual:	Yes
Hours:	8 a.m. to 5 p.m., weekdays		

(5) "Telemarketing Line"

800/354-9999

Established: 1985

Purpose: Used by retailers to order Scratchers tickets. Retailers are contacted every week by the Telemarketing Unit. Retailers can contact this toll-free number when game ticket supplies run out and allows them to order before the next call date.

Cost:	\$25,399	Operator:	Yes
Total Calls:	140,571 / yr.	AVM:	No
Calls/Month:	11,714/mos.	Bilingual:	Yes
Hours:	8 a.m. to 5 p.m., daily		

(6) "Customer Service Hotline"
800/433-8688

Established: 1985
Purpose: Used by retailers inquiring about lottery game terminal deliveries and activations.

Cost:	\$5,660	Operator:	Yes
Total Calls:	32,833 / yr.	AVM:	Yes
Calls/Month:	2,736/mos.	Hours:	8 a.m. to 5 p.m., M-F

(7) "Accounting Operations and Tax Bureau"
800/432-3049

Established: 1985
Purpose: Provides tax assistance and tax forms.

Cost:	\$233	Operator:	Yes
Total Calls:	1,497 / yr.	AVM:	Yes
Calls/Month:	124/mos.	Staffing:	3
Bilingual:	Yes		
Hours:	7 a.m. to 5:30 p.m., weekdays; prerecorded message after 6 p.m.		

(8) "SuperLOTTO Subscription Play"
800/411-9327

Established: 1994
Purpose: Offers game information for SuperLOTTO Subscription Play feature.

Cost:	\$2,612.	Operator:	Yes
Total Calls:	13,879 / yr.	AVM:	Yes (8 a.m.-5 p.m.)
Calls/Month:	1,156/mos.	Staffing:	7

Bilingual: Yes
Hours: 8 a.m. to 5 p.m., weekdays

(9) through (22) Lottery district office toll-free numbers are used by retailers who want to talk to CSLC sales representatives while the players use the line to discuss lottery matters. These numbers are staffed on weekdays from 8 a.m. to 5 p.m. with bilingual services available.

“Bakersfield District Office”

800/937-4902

Cost:	\$2,602.	Operator:	Yes	
Total Calls:	11,325 / yr.	AVM:	Yes	(8 a.m.-5 p.m.)
Calls/Month:	943/mos.	Staffing:	2	

“Fresno District Office”

800/967-1849

Cost:	\$1,946.	Operator:	Yes	
Total Calls:	4,892 / yr.	AVM:	Yes	(8 a.m.-5 p.m.)
Calls/Month:	407/mos.	Staffing:	17	

“Redding District Office”

800/723-4879

Cost:	\$3,602.	Operator:	Yes	
Total Calls:	15,842 / yr.	AVM:	Yes	(8 a.m.-5 p.m.)
Calls/Month:	1,320/mos.	Staffing:	2	

“Riverside District Office”

800/934-3058

Cost:	\$3,086.	Operator:	Yes	
Total Calls:	10,130	AVM:	Yes	
Calls/Month:	844/mos.			

“Sacramento District Office”

800/285-4879

Cost:	\$5,132.	Operator:	Yes	
Total Calls:	10,531	AVM:	Yes	
Calls/Month:	877/mos.	Staffing:	3	

“San Diego District Office”

800/766-2230

Cost:	\$2,972.	Operator:	Yes
Total Calls:	12,186 / yr.	AVM:	Yes
Calls/Month:	1,015/mos.	Staffing:	3

“San Francisco District Office”

800/374-1848

Cost:	\$2,470.	Operator:	Yes
Total Calls:	10,683 / yr.	AVM:	Yes
Calls/Month:	890/mos.	Staffing:	3

“San Jose District Office”

800/879-1310

Established: 1985

Purpose: Used by retailers to talk to their local district sales representatives in the SAN JOSE area. Used by players to discuss CSL related matters in their district.

Cost:	\$3,292.	Operator:	Yes
Total Calls:	12,283 / yr.	AVM:	Yes
Calls/Month:	1,023/mos.	Staffing:	4

“Santa Ana District Office”

800/765-1312

Cost:	\$3,445.	Operator:	Yes
Total Calls:	22,482 / yr.	AVM:	Yes
Calls/Month:	1,873/mos.	Staffing:	4

“Santa Fe Springs District Office”

800/395-4943

Established: 1985

Purpose: Used by retailers to talk to their local district sales representatives in the SANTA FE SPRINGS area. Used by players to discuss CSL related matters in their district.

Cost:	\$3,445.	Operator:	Yes
Total Calls:	22,482 / yr.	AVM:	Yes
Calls/Month:	1,873/mos.	Staffing:	3

“Torrance District Office”

800/495-6886

Cost:	\$1,479.	Operator:	Yes
Total Calls:	8,269 / yr.	AVM:	Yes
Calls/Month:	689/mos.	Staffing:	2

“Van Nuys District Office”

800/846-1847

Cost:	\$2,397.	Operator:	Yes
Total Calls:	22,482 / yr.	AVM:	Yes
Calls/Month:	1,873/mos.	Staffing:	4

“Ventura District Office”

800/756-1543

Cost:	\$1,238.	Operator:	Yes
Total Calls:	15,397 / yr.	AVM:	Yes
Calls/Month:	1,283/mos.	Staffing:	2

State Teacher’s Retirement System (STRS)

STRS administers the largest teacher retirement system in the United States with 500,000 members (150,000 receiving benefits), and assets of \$50 billion as of 9/97.

(1) “Teletalk Information Line”

800/222-8844

Established:

Purpose: Teletalk line provides automated menu system for callers interested in accessing retired teacher account information.

Cost:	\$22,639	Operator:	No
Total Calls:	68,120/yr.	AVM:	Yes
Calls/Month:	5,676/mos.	Hours:	8 a.m.-5 p.m.

(2) General Information Line”

800/228-5453

Established:

Purpose: Access to live-operators to handle questions regarding retired teacher accounts, service credit information, and account statements.

Cost:	\$125,505	Operator:	Yes
Total Calls:	232,199/yr.	AVM:	Yes
Calls/Month:	19,349/mos.	Staff:	33
Hours:	8 a.m. to 5 p.m.		
Bilingual:	Yes		

Student Aid Commission (SAC)

SAC is responsible for the administration of federal and state authorized financial aid programs including grant, work study and loan programs for students attending California postsecondary education institutions. In 1995-96, SAC guaranteed 222,460 new loans, with a total value of \$1,094,056,000.

“Internal Collections Line”

800/367-1589

Established: 1992

Purpose: Allows persons who are delinquent with student loan payments to respond to computer-generated calls from SAC’s Collection Unit.

Cost:	\$98,657	Operator:	Yes
Total Calls:	174,255/yr.	AVM:	Yes
Calls/Month:	14,521/mos.	Staff:	40
Hours:	8 a.m. to 8 p.m., Mon.-Fri.; Sat. 8 a.m. to 4:30 p.m.		
Bilingual:	Yes		

The SAC Internal Collections toll-free number offers live-operator assistance during business hours and an automated voice-mail system for after hour calls for individuals who are delinquent on their state-backed student loans. Bilingual assistance for non-English (Spanish) speaking callers is provided; however, callers must make a long-distance toll call to Sacramento (916) to speak in Spanish.

Department of Toxic Substances Control (DTSC)

DTSC protects public health and the environment by:

- (1) regulating hazardous waste management activities;
- (2) overseeing or performing cleanup activities at sites contaminated with hazardous substances;
- (3) encouraging pollution prevention and the development of environmental protection technologies;
- (4) providing regulatory assistance and public education.

“Toxic Substances Control Waste Alert Hotline”
800/698-6942

Established:	1992		
Purpose:	Offers callers information regarding illegal handling of hazardous substances, and who wish to report a waste dumping violation.		
Cost:	\$8,151	Operator:	Yes
Calls:	14,787/yr.	AVM:	Yes
Calls/Month:	1,232/mos.	Staff:	18
Hours:	8 a.m. to 5 p.m.		
Bilingual:	Yes		

COMMENT: If a violation is in progress, callers are asked to hang up and dial 911. Bilingual assistance is available to non-English (Spanish) speaking callers. The Toxic Substances Complaint Hotline AVM/Menu-options include the following selections:

- (1) to report a violation in progress, dial 911;
 - (2) press #03 to leave a comment for an operator; and
 - (3) busy message stating staff are currently away from their office and are busy.
-

Trade and Commerce Agency (TCA)

TCA serves as the lead agency for promoting business development and job retention efforts in the State, including assisting in-state expansion of existing companies while encouraging the growth of emerging industries, trade, export and investment functions. TCA promotes tourism and foreign investment, and was designated the primary entity leading the state's efforts in defense conversion.

(1) “California Small Business Hotline”
800/303-6600

Established:	1994		
Purpose:	Offers confidential business counseling on how to start a small business, financial assistance, and information on the Small Business Development Corporation (SBDC).		
Cost:	\$2,640	Operator:	No
Total Calls:	3,144/yr.	AVM:	Yes
Calls/Month:	262/mos.	Hours:	24 hrs.

The Office of Small Business toll-free number offers an automated voice-mail/recorded message system (with NO access to a live-operator) on a daily basis, 24-hours a day, to callers seeking free confidential business counseling on how to start a small business,

financial assistance, as well as information about the Small Business Development Corporation (SBDC).

The Office of Small Business AVM/menu-options offer the following selections:

- (1) assistance from SBDC centers in your local county;
- (2) county financial assistance and free brochures of state-sponsored small businesses;
- (3) information on how to sell goods to the State of California or how to become a certified vendor;
- (4) information on small business financial assistance; and
- (5) SBDC listings by county; or call (916) 327-4357.

(2) "TEAM California"

800/326-2606

Established: 1992
Purpose: Offers persons interested in starting a small business, information on job creation and economic development.

Cost:	\$924	Operator:	Yes
Total Calls:	1,848/yr.	AVM:	Yes
Calls/Month:	154/mos.	Hours:	8 a.m. to 5 p.m.

The TCA Team California toll-free number provides access to live-operator assistance and an automated voice-mail system during weekdays for persons interested in starting a small business, job creation, and economic development.

(3) "Division of Tourism Line"

800/862-2543

Established:	1985		
Purpose:			
Cost:	\$245,000	Operator:	Yes
Total Calls:	300,000/yr.	AVM:	Yes
Calls/Month:	25,000/mos.	Staff:	4
Hours:	7 a.m. to 5 p.m.		
Bilingual:	Occasionally		

TOLL-FREE NUMBER: Live-Operator/AVM.

The TCA Division of Tourism toll-free number offers access to live-operator assistance and an automated voice-mail system during weekdays for callers interested in obtaining

a free California Tourism brochure or map of California, a tourism packet, or specific tourism information. The state operator said that “occasional” bilingual assistance is provided to non-English speaking callers when staffing is available.

COMMENTS: According to a TCA spokesperson, this toll-free number is operated by a contract vendor, DataTel Services, Inc. Calls requesting information only are billed at 50 cents per call. Calls requiring informational packets are billed at \$1.00 per call. (About 190,000 calls requested information packets.)

California Department of Transportation(DOT)

DOT operate, and maintains a comprehensive transportation system of more than 15,200 miles of highways and freeways and provides rail passenger services under contract with Amtrak.

(1) “Accounting Service Center Lines”

800/303-1160 (accounts payable)

800/404-7787 (accounts receivable)

Established: 1993

Purpose: Provide information to callers seeking contractor payments or claims payment due from state-related accidents or property damage.

Cost: \$9,253. Operator: Yes

Total Calls: 14,868/yr. AVM: Yes

Calls/Month: 1,239/mos. Staff: 5

Hours: 9 a.m. to noon and 1 p.m. to 4:30 p.m.

The DOT Accounting Service Center AVM/menu-options include the following selections:

- (1) mailing address of Caltrans in Sacramento;
 - (2) billing property damages;
 - (3) credit card payments for cashiers;
 - (4) property rental payments, leases, or rentals; and
 - (6) FTB offset or payroll accounts receivable.
-

(2) “CalTrans Highway Information Network”

800/427-7623

Established: 1992

Purpose: Provide motorists with continually updated information on highway/road conditions.

Cost:	\$1,055,357	Operator:	No
Total Calls:	3,719,744/yr.	AVM:	Yes
Calls/Month:	309,978/mos.	Hours:	24 hrs.

California's road network supports the vast majority of all personal and commercial travel in the State. DOT's Highway/Road Information Network AVM/menu-options include the following selections:

- (1) rotary phone users, dial (916) 445-1534;
- (2) enter the road number followed by the pound key ("#") to receive up-to-date 24-hour weather alerts.

Department of Veterans Affairs (DVA)

DVA provides services to California veterans and their dependents, and to eligible members of the California National Guard. The primary activities of DVA include:

- (1) providing low-interest home and farm loans (Cal-VET) to qualifying veterans;
- (2) assisting eligible veterans and their dependents in obtaining federal and state benefits by providing claims representation, county subventions, and direct educational assistance to qualifying dependents; and
- (3) operating veterans' homes in Yountville and Barstow with several levels of medical care, rehabilitation services, and residential services.

"General Information Line"

800/952-5626

Established:	1982
Purpose:	Provide callers with general information regarding veterans affairs; benefits; and the Cal-VET home and loan program.

Cost:	\$224,829	Operator:	Yes
Total Calls:	105,379/yr.	AVM:	Yes
Calls/Month:	8,782/mos.	Staff:	2
Hours:	8 a.m. to 5 p.m.		
Bilingual:	Occasionally		

The DVA General Information toll-free number offers access to live-operator assistance and an automated voice-mail system during weekdays for callers interested in veterans benefits and the Cal-VET Home Loan Program. Staff stated bilingual assistance provided occasionally when staff is available.

California Regional Water Quality Control Board—Los Angeles Region

The State Water Resources Control Board and its nine regional boards are concerned with water quality and water rights. The toll-free number below is operated by the Los Angeles Region.

“General Information”

800/500/8008

Established: 1994

Purpose: Provide information on water quality programs.

Cost: \$294

Operator: Yes

Total Calls: 1,053/yr.

AVM: Yes

Calls/Month: 88/mos.

Hours: 8 a.m. to 5 p.m.

Department of Water Resources (DWR)

DWR manages California’s water resources.

(1) “Flood and Drought Operations”

800/952-5530

Established: 1986

Purpose: Provide the public with information regarding droughts and floods.

Cost: \$3,900.

Operator: Yes

Total Calls: 6,780/yr.

AVM: Yes

Calls/Month: 565/mos.

Staff: 6

Hours: 24 hrs.

Bilingual: Yes.

The DWR Flood and Drought Operations Center toll-free number offers access to 24-hour live operator assistance to callers seeking information regarding state/federal flood operations; flood zones; flood risk assessments; state hydrological information; water recreation; and general flood information. Bilingual assistance is provided to non-English speaking callers, including: Spanish, Filipino, Tagalog, and Japanese.

COMMENTS: According the DWR spokespersons, about one-third of the calls to the Flood-Operations Center are outside its jurisdiction.

(2) “Water Conservation Hotline”

800/272-8869

Established: 1994

Purpose: Provide the public with water conservation information.

Cost:	\$840	Operator:	Yes
Total Calls:		AVM:	Yes
Calls/Month:	mos.	Staff:	1
Hours:	8 a.m. to 5 p.m.		
Bilingual:	Yes		

The DWR Water Conservation toll-free number offers access to live operator assistance and an automated voice-mail system during weekdays, 8 a.m. to 4:30 p.m., for callers interested in obtaining information, including pamphlets, on water conservation.

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SURVEY OF TOLL FREE (800) NUMBERS: 1995-96 Budgets and Total Annual Calls

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	STAFF:	1995-96 BUDGET:	TOTAL CALLS:
Air Resources Board	Job-Line	800-637-8910		1,378	4,793
Comm. Serv. & Develop. Dept.	Home Energy Assistance	800-433-4327	10	*\$509,476	438,504
Conservation, Dept.	Beverage Container Recycling	800-732-9253	4	*\$171,720	43,356
Conservation Corps, Dept.	Recruitment Line	800-952-5627	1	5,700	19,259
DCA Consumer Affairs, Dept.	Consumer Info Center	800-952-5210		2,860,368	1,043,996
DCA Consumer Affairs, Dept.	TDD-Line	800-326-2297			
DCA Architectural Examiners Board	License & Code Info	800-991-2223	4	1,354	1,106
DCA Contractors' State License Board	License Verification	800-321-2752		290,000	906,217
DCA Medical Board of California	Central Complaint Unit	800-633-2322	21	37,426	77,217
DCA Registered Nursing Board	License Verification Line	800-838-6828		28,214	94,325
DCA Structural Pest Control Board	Structural Pest Info Line	800-737-1888		30,000	62,000
Control, State Board	Victims of Crime	800-777-9229	6	*\$270,800	140,350
Corporations, Dept.	Health Plan Consumer Service	800-400-0815	9	*\$2,286,000	37,948
Corporations, Dept.	Financial Services Complaints	800-347-9675	3	4,543	7,318
Energy, CA Commission	Energy Standards Hotline	800-772-3300	3	7,020	7,302
Energy, CA Commission	Public Adviser's Office	800-822-6228		492	840
Equalization, Board	Customer & Taxpayer Line	800-400-7115	20	*\$1,226,000	140,350
Fair Employment & Housing, Dept.	Employment Line	800-884-1684	14	281,572	421,676
Fair Employment & Housing, Dept.	Housing Line	800-233-3212	4	12,388	21,530
Fish & Game, Dept.	Californians Turn in Poachers	800-952-5400		1,921	3,051
Franchise Tax Board	Tax Lines	800-852-5711		*\$2,503,333	1,194,097
Franchise Tax Board	TDD-Line	800-822-6268		*\$12,186	83,804
Franchise Tax Board	Revenue Resolution Line	800-845-4555	160	*\$3,828,195	1,214,369
Franchise Tax Board	Interactive Voice Response	800-338-0505		528,073	2,248,580
Franchise Tax Board	Interactive Voice Response	800-478-7194		*s/a	s/a
Franchise Tax Board	Interactive Voice Response	800-540-3453		*s/a	s/a
Franchise Tax Board	Interactive Voice Response	800-545-5009		*s/a	s/a
Franchise Tax Board	Interactive Voice Response	800-555-4005		*s/a	s/a

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	STAFF:	1995-96 BUDGET:	TOTAL CALLS:
Franchise Tax Board	Interactive Voice Response	800-895-5440		*s/a	s/a
Franchise Tax Board	Interactive Voice Response	800-895-8125		*s/a	s/a
Franchise Tax Board	Interactive Voice Response	800-852-2753		*s/a	s/a
Franchise Tax Board	Interactive Voice Response	800-998-3676		*s/a	s/a
General Services, Dept.	Customer/Supplier Advocate	800-559-5529		1,440	2,400
Health Services, Dept.	Medi-Cal Fraud Hotline	800-822-6223		2,760	8,410
Health Services, Dept.	Medi-Cal Fraud Hotline	800-554-0354		3,240	6,315
Health Services, Dept.	Nursing Home Complaint Line	800-367-2437		3,240	6,315
Health Services, Dept.	Nursing Home Complaint Line	800-942-1054		*\$27,000	6,315
Health Services, Dept.	AIDS Hotline	800-367-2437		195,680	56,905
Housing & Community Develop., Dept	Mobilehome Ombudsman	800-952-5275		*\$99,000	9,072
Housing & Community Develop., Dept.	Registration & Titling Program	800-952-8356		*\$484,000	58,673
Housing & Community Develop., Dept.	Employee Housing Act Line	800-559-0355		3,387	161
Industrial Relations, Dept.	Industrial Medical Council	800-794-6900	7	12,000	29,000
Insurance, Dept.	Consumer Communications	800-927-4357		*\$3,400,000	379,791
Insurance, Dept.	Consumer Communications	800-827-2107		s/a	s/a
Integrated Waste Management Board	Recycling Line	800-553-2962	2	75,049	37,929
Justice, Dept.	Public Inquiry Complaint Line	800-952-5225		*\$81,590	104,260
Justice, Dept.	TDD-Line	800-952-5548		390	262
Justice, Dept.	Medi-Cal Fraud Hotline	800-722-0432			
Justice, Dept.	Missing Children Hotline	800-222-3463	2	4,937	5,594
Motor Vehicles, Dept.	TDD-Line	800-368-4327		20,828	205,400
Parks & Recreation, Dept.	Camping Reservations	800-444-7275	100		1,200,000
Public Utilities Commission	Consumer Inquiries	800-649-7570		109,800	856,000
Rehabilitation, Dept.	BEP-Line for Vendors	800-675-1575		1,724	3,432
Rehabilitation, Dept.	Client-Assistance Program	800-952-5544		747	952
Secretary of State	Voter Registration & Ballots	800-345-8683	4	3,840	64,525
Secretary of State	Voter Registration & Ballots	800-345-8083	4	s/a	s/a
Secretary of State	TDD-Line	800-833-8683		3,840	
Secretary of State	Spanish Voter Registration	800-232-8682		3,840	2,550
Secretary of State	Spanish Ballot Pamphlets	800-339-2814		s/a	s/a
Secretary of State	Chinese Voter Registration	800-339-2857		3,840	498
Secretary of State	Japanese Voter Registration	800-339-2865		3,840	119

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	STAFF:	1995-96 BUDGET:	TOTAL CALLS:
Secretary of State	Vietnamese Voter Registration	800-339-8163		3,840	380
Secretary of State	Tagalog Voter Registration	800-339-2957		3,840	90
Social Services, Dept.	TDD-Line	800-952-8349		4,196	41,673
State Audit, Bureau	Fraud Line	800-952-5665	2	*\$43,369	6,216
State Banking, Dept.	Financial Services Complaints	800/622-0620		9,439	13,941
State Bar of California	Complaint Hotline	800-843-9053	20	1,328,000	140,395
State Bar of California	Ethics Hotline	800-238-4427	11	654,000	32,000
State Controller	Property Tax Postponement	800-952-5661		17,131	100,997
State Library, California	Braille & Talking Book Library	800-952-5666		12,639	21,816
State Library, California	Braille & Talking Book Library	800-952-5666		19,459	55,539
State Lottery, Commission	Customer Service Division	800-225-6669	7	145,320	1,361,963
State Lottery, Commission	Security Division	800-252-8787		2,390	13,667
State Lottery, Commission	Mid-Tier Validation	800-568-8379		170,643	1,033,901
State Lottery, Commission	Revenue Collection	800-321-6800		11,760	44,146
State Lottery, Commission	Telemarketing Commission	800-354-9999		25,399	140,571
State Lottery, Commission	Retailer Contracting Unit	800-433-8688		5,660	32,833
State Lottery, Commission	Tax Line	800-432-3049	3	233	1,497
State Lottery, Commission	SuperLOTTO Subscription	800-411-9327	7	2,612	13,879
State Lottery, Commission	Bakersfield Office	800-937-4902	2	2,602	11,325
State Lottery, Commission	Fresno Office	800-967-1849	17	1,946	4,892
State Lottery, Commission	Redding Office	800-723-4879	2	3,602	15,842
State Lottery, Commission	Riverside Office	800-934-3058		3,086	10,130
State Lottery, Commission	Sacramento Office	800-285-4879	3	5,132	10,531
State Lottery, Commission	San Diego Office	800-766-2230	3	2,972	12,186
State Lottery, Commission	San Francisco Office	800-374-1848	3	2,470	10,683
State Lottery, Commission	San Jose Office	800-879-1310	4	3,292	12,283
State Lottery, Commission	Santa Ana Office	800-765-1312	4	3,445	22,482
State Lottery, Commission	Santa Fe Springs Office	800-395-4943	3	3,445	22,482
State Lottery, Commission	Torrance Office	800-495-6886	2	1,479	8,269
State Lottery, Commission	Van Nuys Office	800-846-1847	4	2,397	22,482
State Lottery, Commission	Ventura Office	800-756-1543	2	1,238	15,397
State Teachers' Retirement System	Teletalk Information Line	800-222-8844		22,639	68,120
State Teachers' Retirement System	General Information Line	800-228-5453	33	125,205	232,199
Student Aid, Commission	Collections Line	800-367-1589	40	98,657	174,255

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	STAFF:	1995-96 BUDGET:	TOTAL CALLS:
Toxics Substances Control, Dept.	Toxic Waste Recycling Line	800-698-6942	18	8,151	14,787
Trade and Commerce Agency	Office of Small Business	800-303-6600			3,144
Trade and Commerce Agency	Team California	800-326-2606		924	1,848
Trade and Commerce Agency	Division of Tourism	800-862-2543	4	245,000	300,000
Transportation, Dept.	Caltrans Accounting Services	800-303-1160	5	9,253	14,868
Transportation, Dept.	Caltrans Accounting Services	800-404-7787	s/a	s/a	s/a
Transportation, Dept.	Caltrans Highway Info Network	800-427-7623		1,055,357	3,719,744
Veterans Affairs, Dept.	Veterans Information	800-952-5626	2	224,829	105,379
Water Quality Control Board, Regional	Flood Operations Line	800-500-8008		294	1,053
Water Resources, Dept.	Flood & Drought Hotline	800-952-5530	6	3,900	6,780
Water Resources, Dept.	Water Conservation Hotline	800-272-8869	1	<u>840</u>	
Agencies: 45	Toll-Free Lines: 108	Lines: 108	^{*2} 582	*\$23,713,396	19,687,806

* = Partial budget total

*2 > Partial listing: disclosed positions only.

SURVEY OF TOLL FREE (800) NUMBERS: 1995-96 Budgets and Total Annual Calls

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SURVEY OF TOLL-FREE (800) NUMBERS: Characteristics

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	LIVE- OPERATOR:	AUTO- VOICE/VM:	(ONLY) RECORDING:	HOURS SERV:	BI- LINGUAL:	www. WEBSITE:
ARB	Job-Line	800-637-8910	no	no	yes	24-hrs	no	
DCSD	Home Energy Assistance	800-433-4327	yes	yes	no	8-5	yes	
DOC	Beverage Container Recycling	800-732-9253	yes	yes	no	8-5	yes	
CCC	Recruitment Line	800-952-5627	no	yes	no	24-hrs	no	
DCA	Consumer Info Center	800-952-5210	yes	yes	no	7-8	yes	yes
DCA	TDD-Line	800-326-2297	yes	no	no	8-5	no	
AEB	License & Code Info	800-991-2223	yes	no	no	8-5	no	
CSLB	License Verification	800-321-2752	no	yes	no	8-5	no	
CMB	Central Complaint Unit	800-633-2322	yes	yes	no	8-5	yes	yes
BRN	License Verification Line	800-838-6828	no	yes	no	24-hrs	no	
SPCB	Structural Pest Info Line	800-737-1888	no	yes	yes	8-5	no	
SBC	Victims of Crime	800-777-9229	yes	no	no	7-5	no	
DOC	Health Plan Consumer Service	800-400-0815	yes	no	no	8-5	yes	yes
DOC	Financial Services Complaints	800-347-9675	yes	no	no	8-5	yes	
CEC	Energy Standards Hotline	800-772-3300	yes	no	no	8-4	no	
CEC	Public Adviser's Office	800-822-6228	no	yes	no	8-5	no	
BOE	Customer & Taxpayer Line	800-400-7115	yes	yes	no	8-5	yes	
FEHD	Employment Line	800-884-1684	yes	yes	no	8-5	yes	
FEHD	Housing Line	800-233-3212	yes	yes	no	8-5	yes	
DFG	Californians Turn in Poachers	800-952-5400	no	yes	no	24-hrs	no	
FTB	Tax Lines	800-852-5711	yes	yes	no	8-5	yes	yes
FTB	TDD-Line	800-822-6268	yes	no	no	8-5	no	
FTB	Revenue Resolution Line	800-845-4555	yes	yes	no	8-5	yes	yes
FTB	Interactive Voice Response	800-338-0505	yes	yes	no	8-5	yes	
FTB	Interactive Voice Response	800-478-7194	yes	yes	no	8-5	yes	
FTB	Interactive Voice Response	800-540-3453	yes	yes	no	8-5	yes	
FTB	Interactive Voice Response	800-545-5009	yes	yes	no	8-5	yes	

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	LIVE-OPERATOR:	AUTO-VOICE/VM:	(ONLY) RECORDING:	HOURS SERV:	BI-LINGUAL:	WWW. WEBSITE:
FTB	Interactive Voice Response	800-555-4005	yes	yes	no	8-5	yes	
FTB	Interactive Voice Response	800-895-5440	yes	yes	no	8-5	yes	
FTB	Interactive Voice Response	800-895-8125	yes	yes	no	8-5	yes	
FTB	Interactive Voice Response	800-852-2753	yes	yes	no	8-5	yes	
FTB	Interactive Voice Response	800-998-3676	yes	yes	no	8-5	yes	
DGS	Customer/Supplier Advocate	800-559-5529	yes	yes	no	8-5	yes	
DHS	Medi-Cal Fraud Hotline	800-822-6223	yes	yes	no	24-hrs	no	
DHS	Medi-Cal Fraud Hotline	800-554-0354	yes	yes	no	7-4	no	
DHS	Nursing Home Complaint Line	800-367-2437	yes	yes	no	8-5	yes	
DHS	Nursing Home Complaint Line	800-942-1054	yes	yes	no	8-5	yes	
DHS	AIDS Hotline	800-367-2437	no	yes	yes	8-5	no	
HCD	Mobilehome Ombudsman	800-952-5275	no	yes	no	8-5	no	
HCD	Registration & Titling Program	800-952-8356	yes	yes	no	8-5	yes	
HCD	Employee Housing Act Line	800-559-0355	yes	yes	no	8-5	no	
DIR	Industrial Medical Council	800-794-6900	yes	yes	no	8-5	no	
DOI	Consumer Communications	800-927-4357	no	yes	no	24-hrs	no	
DOI	Consumer Communications	800-827-2107	no	yes	yes	24-hrs	no	
IWMB	Recycling Line	800-553-2962	yes	yes	no	8-5	yes	
DOJ	Public Inquiry Complaint Line	800-952-5225	yes	yes	no	9-5	yes	yes
DOJ	TDD-Line	800-952-5548	yes	no	no	9-5	no	
DOJ	Medi-Cal Fraud Hotline	800-722-0432						
DOJ	Missing Children Hotline	800-222-3463	yes	yes	no	9-5	yes	
DMV	TDD-Line	800-368-4327	yes	no	no	8-5	no	
DPR	Camping Reservations	800-444-7275	yes	yes	no	8-5	no	
PUC	Consumer Inquiries	800-649-7570	yes	yes	no	9-5	no	
DOR	BEP-Line for Vendors	800-675-1575	no	no	yes	8-5	no	
DOR	Client-Assistance Program	800-952-5544	no	no	yes	8-5	no	
SOS	Voter Registration & Ballots	800-345-8683	no	yes	yes	24-hrs	no	
SOS	Voter Registration & Ballots	800-345-8083	no	yes	yes	24-hrs	no	
SOS	TDD-Line	800-833-8683	yes	yes	no	24-hrs	no	
SOS	Spanish Voter Registration	800-232-8682	no	yes	yes	24-hrs	yes	
SOS	Spanish Ballot Pamphlets	800-339-2814	no	yes	yes	24-hrs	yes	
SOS	Chinese Voter Registration	800-339-2857	no	yes	yes	24-hrs	yes	

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	LIVE-OPERATOR:	AUTO-VOICE/VM:	(ONLY) RECORDING:	HOURS SERV:	BI-LINGUAL:	www. WEBSITE:
SOS	Japanese Voter Registration	800-339-2865	no	yes	yes	24-hrs	yes	
SOS	Vietnamese Voter Registration	800-339-8163	no	yes	yes	24-hrs	yes	
SOS	Tagalog Voter Registration	800-339-2957	no	yes	yes	24-hrs	yes	
DSS	TDD-Line	800-952-8349	yes	no	no	8-5	no	
BSA	Fraud Line	800-952-5665	yes	no	no	8-5	yes	
DSB	Financial Services Complaints	800/622-0620	yes	yes	no	8-5	yes	yes
SBC	Complaint Hotline	800-843-9053	yes	yes	no	9-5	no	
SBC	Ethics Hotline	800-238-4427	yes	yes	no	9-5	no	
SC	Property Tax Postponement	800-952-5661	yes	yes	no	8-5	no	
CSL	Braille & Talking Book Library	800-952-5666	no	yes	no	9-4	no	
CSL	Braille & Talking Book Library	800-952-5666	no	yes	no	9-4	no	
CSL	Customer Service Division	800-225-6669	yes	yes	no	8-5	yes	
CSL	Security Division	800-252-8787	yes	yes	no	8-5	yes	
CSL	Mid-Tier Validation	800-568-8379	no	yes	no	8-5	no	
CSL	Revenue Collection	800-321-6800	yes	yes	no	8-5	yes	
CSL	Telemarketing Commission	800-354-9999	yes	no	no	8-5	yes	
CSL	Retailer Contracting Unit	800-433-8688	yes	yes	no	8-5	no	
CSL	Tax Line	800-432-3049	yes	yes	no	8-5	yes	
CSL	SuperLOTTO Subscription	800-411-9327	yes	yes	no	8-5	yes	
CSL	Bakersfield Office	800-937-4902	yes	yes	no	8-5	yes	
CSL	Fresno Office	800-967-1849	yes	yes	no	8-5	yes	
CSL	Redding Office	800-723-4879	yes	yes	no	8-5	yes	
CSL	Riverside Office	800-934-3058	yes	yes	no	8-5	yes	
CSL	Sacramento Office	800-285-4879	yes	yes	no	8-5	yes	
CSL	San Diego Office	800-766-2230	yes	yes	no	8-5	yes	
CSL	San Francisco Office	800-374-1848	yes	yes	no	8-5	yes	
CSL	San Jose Office	800-879-1310	yes	yes	no	8-5	yes	
CSL	Santa Ana Office	800-765-1312	yes	yes	no	8-5	yes	
CSL	Santa Fe Springs Office	800-395-4943	yes	yes	no	8-5	yes	
CSL	Torrance Office	800-495-6886	yes	yes	no	8-5	yes	
CSL	Van Nuys Office	800-846-1847	yes	yes	no	8-5	yes	

STATE AGENCY:	DESCRIPTION OF TOLL-FREE NUMBER:	(800) NUMBER:	LIVE- OPERATOR:	AUTO- VOICE/VM:	(ONLY) RECORDING:	HOURS SERV:	BI- LINGUAL:	www. WEBSITE:
CSL	Ventura Office	800-756-1543	yes	yes	no	8-5	yes	
STRS	Teletalk Information Line	800-222-8844	no	yes	no	8-5	yes	
STRS	General Information Line	800-228-5453	yes	yes	no	8-5	yes	
SAC	Collections Line	800-367-1589	yes	yes	no	8-8	yes	
DTSC	Toxic Waste Recycling Line	800-698-6942	yes	yes	no	8-5	yes	
TCA	Office of Small Business	800-303-6600	no	yes	no	24-hrs	no	
TCA	Team California	800-326-2606	yes	yes	no	8-5	no	
TCA	Division of Tourism	800-862-2543	yes	yes	no	7-5	yes	
DOT	Caltrans Accounting Services	800-303-1160	yes	yes	no	7-5	no	
DOT	Caltrans Accounting Services	800-404-7787	yes	yes	no	7-5	no	
DOT	Caltrans Highway Info Network	800-427-7623	yes	yes	no	24-hrs	no	
DVA	Veterans Information	800-952-5626	yes	yes	no	8-5	yes	
RWQCB	Flood Operations Line	800-500-8008	yes	yes	no	24-hrs	no	
DWR	Flood & Drought Hotline	800-952-5530	yes	yes	no	24-hrs	yes	
DWR	Water Conservation Hotline	800-272-8869	yes	yes	no	8-5	yes	
45	Toll-Free Lines: 108	Lines: 108	Live: 81	AVM:93	Record:14	Hrs.	Bi/L:65	Web:7

SURVEY OF TOLL-FREE (800) NUMBERS: Characteristics